Handling complaint form

Use this form to make a complaint about the way the Law Society of Scotland, the Faculty of Advocates or the Association of Commercial Attorneys dealt with your complaint.

If you need help filling in the form or require this information in an alternative format, please contact us on 0131 201 2130. You can also fill in this form online at <https://www.scottishlegalcomplaints.org.uk/your-complaint/other-types-of-complaint/handling-complaints/make-a-handling-complaint/>

# How to send us your handling complaint

Please send this form and documents to us

By Post

The Scottish Legal Complaints Commission

Capital Building

12-13 St Andrew Square

Edinburgh

EH2 2AF

## By Email

[enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk)

If you want to find out more about us and what we do, please visit

[www.scottishlegalcomplaints.com](http://www.scottishlegalcomplaints.com)

# Section 1: About you

This section must be completed by each person making the complaint.

## First complainer

|  |  |
| --- | --- |
| Title |  |
| First name(s) |  |
| Surname(s) |  |
| Address |  |
| Postcode |  |
| Phone number(s) |  |
| Email |  |

Please indicate your preferred method(s) of communication.

Phone  Email  Post

Please let us know of any additional needs we should be aware of when contacting you.

|  |
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|  |

## Second complainer

|  |  |
| --- | --- |
| Title |  |
| First name(s) |  |
| Surname(s) |  |
| Address |  |
| Postcode |  |
| Phone number(s) |  |
| Email |  |

Please indicate your preferred method(s) of communication.

Phone  Email  Post

Please let us know of any additional needs we should be aware of when contacting you.

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# Section 2: Complaining on behalf of someone else

If you are complaining on behalf of someone else you must also fill in this section.

I am making this complaint on behalf of:

|  |  |
| --- | --- |
| Title |  |
| First name(s) |  |
| Surname(s) |  |
| Address |  |
| Postcode |  |
| Phone number(s) |  |
| Email |  |

## Consent

Have they agreed to you making this complaint on their behalf? Yes  No

Please note that if you have agreed to make this complaint on behalf of someone else, we may contact them for further information.

If you are complaining on behalf of someone else without their consent, please attach a signed letter of authority, copy of Power of Attorney or other similar document.

# Section 3: About your handling complaint

**Which relevant professional organisation (RPO) are you complaining about?**

Law Society of Scotland

Faculty of Advocates

Association of Commercial Attorneys

**Has the RPO completed its investigation of the conduct complaint?**

Yes  No

The professional organisation’s reference number:

**What is the date of the RPO final decision letter?**

Day       Month       Year

You must send us your complaint within 6 months of the date the professional organisation sent you its final decision letter or we CANNOT consider your complaint.

**Did you make the original complaint or are you the practitioner complained about?**

I made the original complaint

I am the practitioner complained about

If you are the original complainer please give us details of the practitioner you complained about to the professional organisation

|  |  |
| --- | --- |
| Name of practitioner |  |
| Name of firm (if appropriate) |  |

**Briefly tell us why you are unhappy about the way the relevant professional organisation dealt with the conduct complaint.**

Administration, for example:

* delay
* lack of information about the complaints process
* poor communication with you.

Reporting and decision making, for example:

* failure to consider all the evidence
* bias
* failure to understand the complaint
* evidence ignored or missed or not understood
* inadequate reasons for decisions.

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**How has this affected you?**

For example:

* stress
* inconvenience
* confusion about the complaints process.

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**What do you want to happen as a result of making your handling complaint?**

If we uphold a handling complaint, we can recommend the professional organisation should:

* carry out further investigation of the conduct complaint
* reconsider its decision
* provide more information
* pay compensation
* re-imburse costs of making a handling complaint
* make improvements or changes to its complaints process.

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# Section 4: How we will use your information

Please read this information carefully. By submitting this form you are agreeing to us using your information in this way. If you have concerns about how we will use your information, please let us know as soon as possible.

How information about you will be used

* To be able to make a complaint, the SLCC requires personal information from you. Personal information includes names, addresses and information about your complaint so we can deal with it.
* The SLCC will use the information you provide us for the purposes of investigating and determining your complaint.
* We may also use information we collect to compile statistics and undertake research and analysis. Information is completely anonymised.
* We do need to share information about your complaint, including personal data, with relevant professional organisations in order to comply with our statutory obligations. These include the Law Society of Scotland, the Faculty of Advocates, Scottish Legal Aid Board and the Association of Commercial Attorneys. We may also need to provide information to our legal advisors in the case of any appeal against our decisions.
* We want to be clear on how we are using your information. More details can be found in the SLCC’s full Privacy Notice on our website at [www.scottishlegalcomplaints.org.uk/about-us/privacy/privacy-notice/](http://www.scottishlegalcomplaints.org.uk/about-us/privacy/privacy-notice/)